

Remote Hearing Support Service

INFORMATION FOR AFFECTED FAMILY MEMBERS

The Magistrates' Court of Victoria's Remote Hearing Support Service supports affected family members to take part in their court hearing online.

What is the Remote Hearing Support Service?

The Remote Hearing Support Service (RHSS) gives people affected by family violence the option to attend a family violence intervention order hearing without coming to a court building. The service provides additional support to help you participate safely in the court process.

Through the RHSS, you can take part in your hearing from a safe and confidential location arranged by the court or from a suitable location of your choice. A family violence practitioner will support you on the hearing day.

How does it work?

If you want to attend your hearing from a confidential, remote location provided by the court, our team can support you.

The court will contact you before your hearing to give you the address of the remote location. They will also arrange for your safe attendance.

There is security and support staff at the remote location to assist you, and you are welcome to bring a support person, like a friend, with you.

How do I request a remote hearing?

You must tell the court if you want to take part in your hearing online. Our team will discuss your options with you and can help you take part in the hearing from the location that best suits your needs.

Attending a Remote Hearing



Tell the court

that you do not want to attend a court building for your hearing



Discuss your options

with our staff who will help you participate safely



Participate online

in the hearing from a confidential remote location



Be supported

by a family violence practitioner through the entire process

What support is available through the RHSS?

A practitioner will be available to support you before, during, and after your hearing. If you take part in the hearing from the court-arranged location, a practitioner will support you in person.

The practitioner can:

- Give you information about the court process.
- Support you during your hearing
- Assist you with safety planning and provide referrals to other support services.

Contact us

If you are not sure what option is best for you, contact the court to discuss your options.

Email rhss@courts.vic.gov.au to contact the RHSS team or to make a referral.